

#### NATURE AND SCOPE OF OPERATIONS SUPERVISED:

The incumbent serves as a Supervisory PPQ Officer with certain statewide program responsibilities and/or organizational unit responsibility [i.e., Agricultural Quarantine Inspection (AQI) and Domestic] for federal employees, state cooperative agreement personnel, and/or private contract employees. The mission of this organization is to prevent the introduction, establishment, and spread of exotic plant pests and/or animal diseases in order to protect the health, welfare and agricultural economy of the United States of America and to facilitate agricultural exports.

The incumbent supervises a staff of professional employees (e.g., Officers), administrative and a substantial and fluctuating work force of permanent and temporary technical/aid level employees.

This individual serves as the first level manager for program administration which may involve special projects involving large-scale resources and a high degree of logistical planning at a local and statewide level: He/she is responsible for managing AQI and/or Domestic programs as follows:

- implements regulatory, survey, control and/or eradication programs.
- Represents PPQ in cooperative programs.
- implements survey, treatment and/or inspection programs in order to facilitate exports of agricultural products.

Work sites vary and include international arrivals and inspection areas, airport jet ways, land border crossings, cargo facilities, maritime facilities, etc. Inspections of aircraft, vessels, passengers, and cargo take place at various and distant sites within international airports and ports of entry; other regulatory activity and inspections/certifications take place at various sites throughout the metropolitan area.

#### WORK PLANNING AND ORGANIZATION:

Supervisors are responsible for scheduling inspections and other program activity for the work unit, much of which is at remote locations. This work includes such things as passenger and carrier inspections, regulated cargo inspections, export certifications, regulatory activity, surveys, and cooperative program work. Hours of coverage and associated work shifts are determined by international traffic patterns, resulting in extended hours of coverage at most locations.

Supervisors use fully staffed shifts to provide coverage for these extended hours seven days a week.

Supervisors are responsible for planning and managing the technical approach for inspections, treatments, survey/eradication programs, and quarantine applications. Within established program policies, the incumbent initiates and modifies techniques and procedures to meet changing program requirements.

The incumbent has final decision making authority on the following aspects of work: Plans and organizes the work of subordinate employees; administers overtime within the existing budget and negotiated labor-management agreements; ensures accomplishment of agency mission by efficient scheduling of official travel and approved leave by subordinate employees; enforces safety regulations; encourages safe work habits; plans, organizes and leads/coordinates programs and special projects; conducts program assessments and develops long-range work plans at local levels. The incumbent establishes tours of duty. The incumbent develops Alternative Work Schedules.

The incumbent gathers data to prepare annual budgets and is expected to operate within the allocation received. Justifications and specifications are provided to higher levels for emergency spending.

The incumbent ensures supplies, equipment, and facilities are sufficient for program needs. In addition, he/she makes recommendations for replacement, maintenance, and upgrades of equipment.

#### WORK ASSIGNMENT AND REVIEW:

The incumbent directs, assigns, and adjusts work for the local work unit according to changing circumstances. This includes redirecting subordinates in order to meet program demands. The incumbent must continually re-prioritize work assignments in order to adequately meet customer demand while ensuring program integrity is not compromised.

The incumbent is responsible for defining and communicating the work requirements and applicable policy to the employees under his/her supervision. This includes such areas as risk analysis, providing scientific and technical advice on programs such as gypsy moth and/or treatments, and representing the agency at inter/intra governmental meetings.

The incumbent evaluates and reviews the work of subordinates to meet program requirements through direct observation, report review, periodic spot-checks of work in progress, and following up on problematic situations as they arise.

The incumbent evaluates the organization's success in meeting program objectives by implementing systems and techniques for ongoing work unit program reviews and work accomplishments. Examples include the review of work accomplishment documents such as ship boarding reports, cargo hold sheets, and phytosanitary certificates. Additionally, the incumbent will perform physical reviews of trap lines, aerial application sites, mapping reports, and other activities related to domestic operations. The incumbent supervises and performs the collection and evaluation of work unit data and formulates work accomplishment reports.

PPQ supervisors must consider how to best distribute their staff to provide effective coverage. Shifts are established based on traffic patterns and associated pest risk. Officers will work independently at remote sites or on shifts, and rely on the supervisor only in extremely difficult situations. Additional staffing is scheduled to provide service outside of regular hours of coverage.

#### PERSONNEL FUNCTIONS:

Within the local work unit, the incumbent is responsible for:

- enforcing and administering EEO/CR programs and work force diversity initiative;
- disciplining employees (up to letter of reprimand);
- approving leave and Time and Attendance (T&As);
- resolving grievances and complaints through proactive utilization of alternative dispute resolution system and techniques;
- counseling employees;
- conducting and identifying training for subordinates;
- developing and maintaining effective working relationships with various groups: industry, interagency, public, etc.;
- initiating recruitment requests, conducting interviews, and making selections;
- recommending retention and/or dismissal of employees during and at the completion of employee probationary period;
- recommending employees for Within Grade Increases;
- negotiating and administering local union contacts with union officials and resolving local contract disputes and issues;
- developing and participating in labor-management partnership initiatives;
- develops performance standards and conducts evaluations.

#### SUPERVISORY CONTROLS OVER THE POSITION:

Guidance and/or supervision over the position will be received from a mid-level manager and/or a State Plant Health Director. The supervisor evaluates success/accomplishments through the attainment of objectives, review of reports (accomplishments), port and site reviews, and the incumbent's ability to manage resources, program, and personnel issues. The incumbent functions with little direct supervision, referring only the most complex and controversial issues to higher level management.

#### OTHER SIGNIFICANT DATA:

The incumbent has a comprehensive knowledge of the airline, transportation, maritime, and other regulated industries, passenger processing, and intergovernmental knowledge (i.e., how PPQ works in concert with other local, state and federal governmental agencies). The incumbent oversees technical subject matter experts on a variety of regulatory, control, and eradication efforts utilized by PPQ.

An integral component of supervisor demands is providing training and oversight in critical safety areas such as: driving and working on aircraft jet ways, noise, x-ray equipment, and vessel boarding procedures. Employees work alongside other inspection service agencies and encounter drug smugglers and criminals in the course of their inspections. Regulatory treatments require use of fumigants and chemicals requiring specialized safety equipment and formal training.

Work force levels fluctuate constantly because of the need to schedule for a seven day a week operation with multiple shifts and a variety of program activities. In addition, foreign vessels, aircraft, and cargo shipments are often delayed in international traffic, requiring additional rescheduling of staff. Pest outbreaks and emergencies also redirect staff from one location to another, requiring the supervisor to readjust priorities and deal with sudden increases or decreases in staff.

The incumbent may serve as contracting Officer's Representative (COR) and Authorized Departmental Officer's Designated Representative (ADODR).